



# Arkansas Medicaid

ICD-10

Tanasia Johnson-Kamal / June 17, 2015



# ICD-10 Provider Testing

ICD-10 provider testing is available for Arkansas Medicaid.

We encourage you to take advantage of this opportunity to avoid disruptions related to the transition to ICD-10 on **October 1, 2015**.

- Register at: <http://icd10cbt.com/moodle/>.

# Claim Submission

All claims submitted to Arkansas Medicaid for Dates of Service on and after **10/1/15** must bill using ICD-10 codes. Feel free to contact Arkansas Medicaid for assistance. With more than 38,000 providers, we expect a high volume of inquiries and possible delays in responses.

# General ICD-10 Information

Please visit this website for more information:

<http://humanservices.arkansas.gov/dms/Pages/ICD-10.aspx>



# Contact Information



# HP Enterprise Services

## Provider Assistance Center (PAC)

Your first point of contact for billing, claim status, and other general questions is the Provider Assistance Center:

**Monday through Friday (8 a.m. – 5 p.m.)**

- Toll-free in Arkansas (800) 457-4454
- Local or out-of-state (501) 376-2211



**Please Note: Provider Assistance no longer verifies eligibility.**

# Provider Representatives

## Arkansas Medicaid

## Provider Representatives

Arkansas  
Medicaid

www.medicaid.state.ar.us

### Provider Relations

(800) 457-4454 In-state toll-free  
(501) 376-2211 Local and out-of-state  
Select Option 0 for "Other inquiries" then

Option 1: EDI Support Center  
Option 2: Provider Assistance Center  
Option 3: Provider Enrollment

Option 4: Arkansas Incentive Payment  
Team (AIPT)

Fax (501) 374-0549

### Provider Enrollment

Eyvonne Carbage, Supervisor  
PO Box 8105  
Little Rock AR 72203

(501) 244-5891  
Fax (501) 374-0746

### Pharmacy

(800) 707-3854 Help Desk  
(800) 806-6181 PA Automated Line

### Claims

PO Box 8034  
Little Rock AR 72203

### Special Claims

Attn: Research Analysts  
PO Box 8036  
Little Rock AR 72203

### Arkansas Payment Improvement Initiative Help Desk

501-301-8311 Local and out-of-state  
1-866-322-4696 In-state toll-free  
arkpii@hp.com

### Important Phone Numbers

PCP Assignment Voice Response . . . . . (800) 805-1512  
ARKids First Enrollment . . . . . (888) 474-8275  
ConnectCare . . . . . (800) 275-1131  
Local . . . . . (501) 614-4689  
BreastCare Billing . . . . . (855) 661-7830

### HP Enterprise Services Provider Representatives (Claims Processing)

David Jarnagin, Provider Relations Manager . . . . . (501) 244-5877  
Jessie Smith, Service Relations Supervisor and

Electronic Data Interchange Supervisor . . . . . (501) 244-5869  
Electronic Data Interchange (EDI) e-mail box . . . . . arkedi@hp.com  
Royce Pinkard, BreastCare Manager . . . . . (501) 244-5840

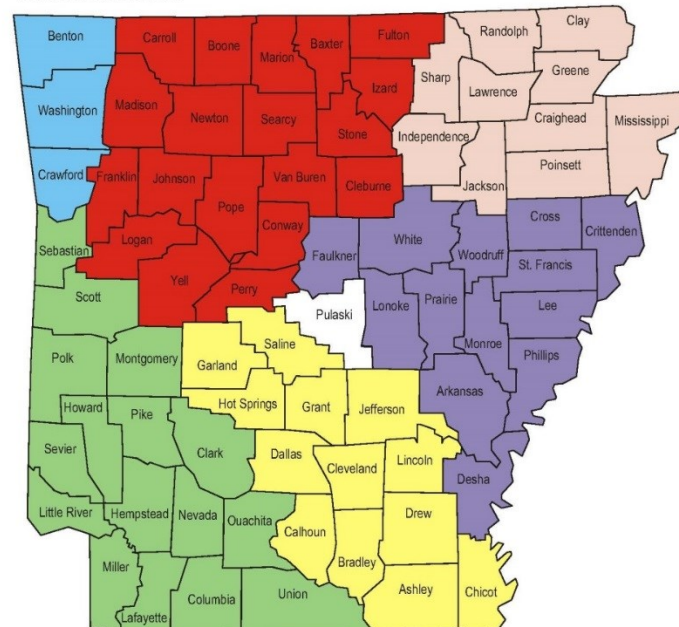
Area	Representative	Phone number	E-mail
	All Provider Reps	(800) 457-4454	ARKNWRegion@hp.com
	All Provider Reps	(800) 457-4454	ARKNCRRegion@hp.com
	All Provider Reps	(800) 457-4454	ARKNERRegion@hp.com
	All Provider Reps	(800) 457-4454	ARKSWRegion@hp.com
	Tanasia Johnson-Kamal	(501) 244-5980	ARKPulaskiRegion@hp.com
	Sarah Coleman	(501) 244-5974	ARKECRegion@hp.com
	Meghan Hunt	(501) 244-5979	ARKSERRegion@hp.com
East AR	Dental, Kathy Hatcher	(501) 244-5977	ARKDentalRep@hp.com
West AR	Dental, Kathy Hatcher		

### BreastCare Representatives

Statewide Karen Young (501) 992-7366 or (512) 319-2943 KarenY@hp.com  
Statewide Karyette Simmons (501) 244-5917 karyette.ren.simmons@hp.com  
Statewide Terrie Withers (501) 244-5923 Terrie.Withers@hp.com

### AFMC Medicaid Managed Care Services

Amelia Rich-Elam, CPHIT (501) 212-8674  
Program Manager, Provider Relations Fax (501) 375-1201  
1020 West 4th Street  
Little Rock AR 72201



Arkansas  
Medicaid





# Questions?

